



Course Number TRN-009



Overview of the Capability Maturity Model Integration (CMMI®) for Services Version 1.2

The Capability Maturity Model Integrated (CMMI®) for Services (CMMI-SVC) model extends the coverage of the SEI's CMMI Product Suite to cover the establishment, management, and delivery of services. Like all legacy CMMI models, CMMI-SVC is a reference model and framework that provides organizations with best practices for effective process implementation in the Services domain. CMMI-SVC helps organizations in setting process improvement goals and priorities, provides guidance for quality processes, and is used as a point of reference for benchmarking current processes.

This one day Overview introduces the new CMMI-SVC process areas and other changes incorporated into the CMMI-SVC V1.2 model. It also puts into context the CMMI Core process areas (e.g., project planning) as applied to the Services area.

This course is delivered using ISD developed course materials. ISD offers this training as part of its public training classes at ISD training centers or in private classes at organizational sites.

As a course participant you will receive the foundational knowledge to enable you to:

- Understand how CMMI-SVC can help a services organization improve its performance
- Describe the unique elements and practices of CMMI-SVC
- Locate information in the CMMI-SVC model

Course Content

- Services Overview
- Review of CMMI structure as it relates to the CMMI-SVC constellation.
- CMMI-SVC Unique Process Areas and Service-Related Specific Practices

Course Duration

- 1 day
- This class is presented in both public and client site forums

Course Work

- Mixture of lectures and exercises
- Significant participant class involvement

Prerequisites

For best understanding, it is beneficial if attendee's already have knowledge of the CMMI-DEV, or have previously attended the SEI's 3-day Introduction to CMMI-DEV V1.2 or equivalent training.

Material Provided

- CMMI-SVC V1.2 model, March 2009.
- Presentation hard copy and exercise materials

Who Will Benefit

- Service providers and process implementers
- People interested in learning about CMMI-SVC

Client Site Logistics Requirements

- LCD projector and screen
- Flip charts
- Classroom for 20 participants and 1 instructor

You can register for the class at <http://isd-inc.com/training/calendar/>. The date of the class is June 29 and will take place at 4795 Meadow Wood Lane, Chantilly, VA, 20151. (CACI shares this building with OnLine Resources Co.) Parking is in the rear of the building. Inside the building a sign will direct to the elevator to the third floor, and the training center is right outside of the elevator.